

Adult Services

Elderly and disabled citizens need access to an integrated health and social service system that encompasses the entire continuum of care from home- and community-based services to residential care. **Adult Services** helps meet this need through programs designed to promote independence, choice and self-sufficiency.

Information and Referral

Information and Referral receives calls from citizens needing information and/or assistance for themselves or a loved one. This service assisted 28,490 callers navigate through the network of information and service in our area, linking them to the appropriate resources.

Case Management

Through case management, social workers helped connect 768 elderly and disabled adults with appropriate services and then coordinated the cases as services were implemented and delivered.

Services for the Blind

Services for the Blind helps visually impaired individuals integrate smoothly into their environment and community. It helped 114 visually impaired persons with eye certification, adjustment and self-support, orientation and mobility, and counseling.

PROTECTIVE SERVICES FOR ADULTS

Adult Protective Services

Adult Protective Services helps ensure that elderly and disabled citizens live healthy, independent and productive lives free from abuse, neglect and exploitation. Protective Services provides an immediate, comprehensive assessment of abuse, neglect and exploitation reports. When substantiated, social workers quickly and appropriately intervene to protect the "at risk," abused, neglected or exploited individuals. They also give the individuals access to an entire continuum of care, services and resources available.



- 259 reports screened
- 175 evaluations/investigations completed
- 20 substantiated cases

Guardianship and Payeeship

In cases where elderly or disabled individuals need a guardian to assure their health, safety and well being, Social Services requests the court to appoint one. In some cases, Social Services is given guardianship.

- 52 individuals provided with court-appointed guardians

Social Services also serves as protective payee and provides services to individuals in jeopardy of being deprived of basic needs.

- 143 individuals served

IN-HOME SERVICES

In-Home Aide Service



Community Service Technicians and In-Home Aides help give elderly and disabled adults the option to stay in their homes with quality services rather than seek out-of-home placement. Community service technicians helped 43 adults with money management, preparation of nutritious meals, and health and cleanliness. In-Home Aides provided basic personal care and health services to 206 homebound elderly and disabled adults.

Nutrition Services

Our Nutrition Services programs are designed to help citizens age 60 or older to improve their nutrition and health while reducing social isolation. These programs enable the elderly to remain in their homes and receive nutritious meals or be active in the community within congregate settings. In addition, participants receive education, socialization and wellness programs.

Seniors' Morning Out is a congregate meal program that provides daily nutritious meals, fellowship and activities.

- 768 senior citizens served
- 60 volunteers assisted the program



Home Delivered Meals provides a noon meal to homebound elderly and disabled in order to maintain and improve their health.

- 322 individuals served
- 774 volunteers delivered meals

Frozen Meals help individuals who are unable to prepare a meal.

- 137 individuals served
- 137 volunteers delivered meals

Boost, a nutritional supplement, is delivered to those who are at nutritional risk.

- 56 individuals served
- 56 volunteers delivered *Boost*

Transportation Services

Transportation Services assists Medicaid recipients needing transportation to medical care. In addition to this unit, other Social Services' staff, Piedmont Wagon and taxis provide these services.

- 12,544 Medicaid recipients served by Social Services
- 610 Medicaid recipients served by Piedmont Wagon
- 362 Medicaid recipients served by taxis
- 18,036 Social Service trips provided for Medicaid medical appointments
- 3,562 Piedmont Wagon trips purchased for Medicaid medical appointment
- 1,150 taxi trips purchased for Medicaid medical appointments
- 12,006 bus coupons purchased from Piedmont Wagon for general transportation needs



home and during the day at an Adult Day Care program, allowing the caregiver a respite from care responsibilities. Social Services helps ensure quality day programs are available and elderly and disabled citizens can afford the programs.

- 39 supervisory visits to adult day care centers
- 63 individuals assisted with cost of care in adult day programs

Community Alternatives Program - C.A.P.

The Community Alternatives Program provides an alternative to nursing home placement. C.A.P. enables nursing home eligible individuals to remain in the home as long as possible by providing appropriate care services to help fulfill their care needs.

- 176 individuals screened
- 166 individuals received in-home services

Long Term Care Placement

The **Long Term Care Placement** service offers counseling and information to individuals and families that are making decisions about facility placement. The service also extends to help individuals make the adjustment from independent to facility living.

- 285 persons and/or families assisted in placement decision

Adult Care Home Licensure and Monitoring

The **Adult Care Home Licensure** service oversees licensing of 13 family care homes and homes for the aged. The homes are monitored to ensure the safety of residents.

- 203 visits completed

MEDICAID AND ENERGY PROGRAMS

CarolinaACCESS

CarolinaACCESS helps Medicaid families have access to adequate, appropriate and timely health care services in order to meet preventive, as well as sick, medical needs. It linked 16,188 Medicaid customers with 240 primary care physicians who agreed to coordinate their health care. This agreement requires authorization from the primary care provider for most specialized services. Dental,

LONG TERM CARE PROGRAMS

Adult Day Care/Day Health

Adult Day Care and Day Health Services allows senior and disabled individuals to continue living in the community. Some participants live independently in the community and attend a day program for activity and socialization. Others receive care in the evening by a caregiver at